



Complaints: Your quick guide

If something goes wrong, we want to put it right quickly. Here's how our complaints process works and what you can expect.

Tell us what went wrong

You can complain in any way that works for you – online, email, phone, letter or in person. You can ask a friend, family member or advocate to speak for you.



Email: office@inspiringhousing.co.uk

We will acknowledge your complaint within 5 working days.

Our two-stage process

We aim to resolve most complaints at Stage 1. If you're still unhappy, you can ask for Stage 2 review.



Stage 1 – Investigation and response (within 10 working days of our acknowledgment). We will explain what happened and how we will put things right.



Stage 2 – Senior review (within 20 working days). If the issue is complex, we may agree an extension with you and keep you updated.

What we will send you

- A clear summary of your complaint and the outcome you want (the “complaint definition”).
- Our decision and reasons – in plain language.
- Any remedy offered and any actions still to complete, with timescales.
- How to escalate to Stage 2 or the Housing Ombudsman if you remain unhappy.

If we need more time

We will explain why, agree how often to update you, and confirm a revised response date in writing.

Remedies – how we put things right

- Apology and explanation
- Action to fix delays or mistakes
- Reconsider or change a decision
- Correct our records
- Financial remedy where appropriate
- Improve our policies or processes

Accessibility and support

- We offer reasonable adjustments (e.g. large print, different languages, home visits).
- You have the right to be accompanied or represented at any stage.

Taking it further

If you're not satisfied after Stage 2, you can contact the Housing Ombudsman straight away. You don't need to wait 8 weeks or use a designated person.

Housing Ombudsman Service:



www.housing-ombudsman.org.uk



Telephone: 0300 111 3000

Time limits

Please raise your complaint within 12 months of the issue. If it's later than this, we may still consider it where reasonable.

Contact us



office@inspiringhousing.co.uk



0161 743 3625